



1-866-U-ASK-NPC

Navy Personnel Command's Customer Service Center is available to answer all your career-related questions. Sailors, civilians, and family members can call and get answers about the latest information on Navy programs and policies, pay and benefits, selection board packages, service record entries and more.



In addition to answering questions from the fleet, the Customer Service Center tracks and processes selection board and conversion packages from Sailors and directly supports the Navy's Emergency Coordination Center during disasters like Hurricane Katrina and the Southern California wildfires.

They accept requests via multiple formats including:

Telephone: 1-866-U-ASK-NPC
1-866-827-5672
DSN 882-5672

Fax: 901-874-2044

E-mail: CSCmailbox@navy.mil

In 2007, the Customer Service Center answered 111,977 telephone requests for information and processed more than 39,000 selection board/conversion application packages. They answered 6,938 e-mails and 4,351 faxes.

In the 2008 Navy Communications Quick Poll, nearly 90 percent of Sailors who used the Customer Service Center reported they were satisfied with the resolution of their question to the center.

In times of crisis the Customer Service Center is designed operate 24-hours a day 7 days a week to support the Navy's Emergency Coordination Center in order to aid Sailors, Department of the Navy employees, and their families.